

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☒ NEW POSITION ☐ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

|  |   |                                     |  |  |                  |                    |
|--|---|-------------------------------------|--|--|------------------|--------------------|
| 1. Agency Name<br>Department for Children and Families                               |   | 9. Position No.<br>K0162536         | 10. Budget Program Number<br>23350   |  | Agency<br>Number |                    |
| 2. Employee Name (leave blank if position vacant)                                    |   |                                     | 11. Present Class Title (if existing position)<br>Human Services Assistant |  |                  |                    |
| 3. Division<br>East Region   |   |                                     | 12. Proposed Class Title   |  |                  |                    |
| 4. Section<br>Integrated Services  | For<br><br>Use<br><br>By<br><br>Personnel<br><br>Office | 13. Allocation                      |  |  |                  | Position<br>Number |
| 5. Unit<br>Vocational Rehabilitation Services  |   | 14. Effective Date                  |  |  |                  |                    |
| 6. Location (address where employee works)<br><br>City Ottawa County Franklin        |   | 15. By                              | Approved   |  |                  |                    |
| 7. (circle appropriate time)<br>Full time X Perm. Inter.<br>Part time Temp. 100%     |   | 16. Audit<br>Date: By:<br>Date: By: |  |  |                  |                    |
| 8. Regular hours of work: (circle appropriate time)<br><br>FROM: 8:00 AM To: 5:00 PM | 17. Audit<br>Date: By:<br>Date: By:                     |                                     |  |  |                  |                    |

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name: Jennifer Graber

Title: Rehabilitation Manager

Position Number: K0172290

Who evaluates the work of an incumbent in this position?

Name: Jennifer Graber

Title: Rehabilitation Manager

Position Number: K0172290

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Tasks are assigned by Regional Program Managers and Program Administrators and RS Counselors. Instructions are generally outcome based and are not detailed in nature. It is expected that incumbent will develop own work methods and must be motivated to completing tasks without specific supervisory direction and to meet numerous deadlines. Supervision is through personal conferences and day-to-day observations of work progress. Independent judgment is required in determining methods used within policies and procedures in accomplishing mandated or assigned tasks. Work may be structured involving several steps to complete, so organizational skills are required. Instructions are from manuals, Central Office memorandums, regional director communications, and oral or written directions from supervisor. Assignments are given with enough detail for adequate completion of task. The work completion and final outcome will be monitored for accuracy and timeliness according to manuals, clarifications, Federal and State regulations and State or Regional procedures. Training will be provided to assist the employee in learning policy and procedures.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

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| 30% | E | <p><b><u>Administrative Support:</u></b><br/>Provides administrative and clerical support to the unit in order to relieve supervisor and professional staff of administrative details. Prepares file folders for new cases, organizes and maintains case files, and maintains case file rooms. Collects, prepares, and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. May assist staff by composing letters. Receives, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division are opened, date stamped, and distributed. Receives and prepares outgoing mail to meet mail schedule and may apply postage using an electronic postage meter.</p> <p>Incumbent acts as the representative of Rehabilitation Services when RS Counselors and Regional RS Program Administrator are absent or otherwise unavailable. This may involve screening calls, visitors, and responding to routine inquiries from any source pertaining to eligibility requirements, the scope of program services, application procedures, the scheduling of appointments, and the explanation of fiscal procedures and policies to consumers, vendors, medical providers, personnel representing other public and private agencies, or public officials. Incumbent may assist in the scheduling of required consumer appointments with medical providers and community service agencies for diagnostic evaluations, restorative treatments, and coordination of post-secondary training. Incumbent is also responsible for entering of W-9's on SMART system and coordination and scheduling of assessments and evaluation for the Topeka VR staff. Performance is reviewed by RS Counselors and RS Regional Program Administrator on an ongoing basis for results based on timeliness and the absence of complaints from others.</p> <p>Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services to meet the needs of various customer groups. Tasks may include, but are not limited to, assisting customers connect to language line and utilizing special communication equipment (TDD), obtain reasonable accommodations where appropriate, and acquire the necessary services they need (No Wrong Number). These tasks require that the employee maintain an excellent knowledge of program processes and community resources and assist customers even if it means working beyond regularly scheduled work hours.</p> <p>Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts, making appropriate referrals to agency staff and/or community resources, and taking detailed telephone messages in order to ensure effective and timely communication.</p> |
| 30% | E | <p><b><u>KMIS Fiscal Operations:</u></b><br/>Creates and enters RS Service Authorization for approved goods and services on the Kansas Management Information System (KMIS) for Counselor approval. Also data enters the necessary information on the agency's financial, accounting and report system (called SMART) to create/establish a record for new vendors. Also enters Imprest Fund KMIS authorizations addressing customer emergencies and detailed purchase orders for DCF Purchasing. Hard copies of authorizations are forwarded to vendors or medical providers for signature and necessary information and are returned for payment processing. Direct contacts with vendors and medical providers and necessary information and are returned for payment processing. Direct contacts with vendors and medical providers are often required to expedite and/or resolve billing discrepancies. Contact with RS Central Office personnel is sometimes required to address complex fiscal procedural issues. Incumbent must understand and frequently identify appropriate Current Procedural Terminology (CPT) codes and modifiers for authorizations for goods and services will be paid at the correct Medicaid rates, which frequently require direct contact with vendors and medical providers. Year-end fiscal closing requires incumbent to clear financial obligations for multiple counselor caseloads through expenditures, cancellations, and/or hold vouchers. Activity during fiscal closing can be intense and usually requires considerable contact with vendors and providers regarding resolution of un-liquidated RS financial obligations. Work is reviewed by RS Counselors and/or RS Regional Program Administrator when second approvals are required.</p>   |
| 25% | E | <p><b><u>KMIS Client Processes:</u></b><br/>In addition to fiscal authorization and payments, incumbent also enters considerable case management data into the KMIS system, including referrals, applications, and certificates of eligibility/ineligibility, individual plan for employment (IPE), economic needs summaries, and revisions and updates of the same. The data entered will usually be supplied by RS Counselors. In some instances it may be obtained directly from the consumer at the direction of an RS Counselor.</p>   |

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|------|---|---|
|      |   | Work is reviewed by RS Counselors and/or RS Regional Program Administrator when second approvals are required.  |
| 10%  | E | <p><b><u>Teamwork and Communication:</u></b></p> <p>Serves as a supportive member of the Service Delivery team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work unit. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on study groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remains open to organizational change and assist others in overcoming their restiveness to such change. Incumbent will serve as backup office receptionist and/or team support staff when circumstances require and necessary priorities of specialized workload allow. Performance is reviewed by supervisor and team coaches in office location.</p>   |
| 5%   | E | <p><b><u>Office Support:</u></b></p> <p>Serves as rotating office reception staff. Identifies the purpose of phone and in-person contacts to facilitate correct and appropriate referrals to agency staff and community resources. Greets incoming visitors and directs them to the proper staff person, hands out applications and gives educational and informational materials to persons inquiring about services available through the agency and community partners. Gives general information on types of assistance available, takes detailed messages, collects data and makes referrals in order to effectively and efficiently facilitate the mission of the agency. Date stamps material received in agency and assures that they are routed to appropriate person in a timely manner. This is done through maintaining knowledge concerning all DCF programs in order to enable any person contacting this agency to receive an appropriate referral.</p>  |
| 100% | E | <p><b><u>Professional Attitude</u></b></p> <p>While performing your tasks as a representative of the Department of Social and Rehabilitations Services, you are expected to:</p> <ul style="list-style-type: none"> <li>*demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls within a reasonable period of time (as defined by your supervisor or program policy), process request for service as quickly as possible, allow the client to direct his or her services, etc);</li> <li>*demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individuals and families seeking services from the agency, community partners, state and community leaders, and your fellow employees and volunteers within the agency.</li> <li>*encourage individuals to identify and fulfill their own responsibilities;</li> <li>*practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</li> <li>*provide information and service to those seeking assistance from this agency. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. If the latter option is used, you will follow through with the referral.</li> </ul> <p>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of services you provide, and will be considered unacceptable for any employee within ISD.</p> |

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Name**

**Title**

**Position Number**

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.  
( x ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.  
( ) Major program failure, major property loss, or serious injury or incapacitation.  
( ) Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Position involves daily contact by telephone or in person with both internal and external customers. Explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. Works directly with customers in assessing their needs even though the discussion may be sensitive in nature and the customer uncooperative or skeptical.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eye strain. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase work load.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computer, calculator, typewriter, telephone system, copy machine, fax, scanner, access, excel, word are used on a daily basis. On occasion, individual may have to operate a state car or a TDD.

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High school education or equivalent

Any combination of training and experience which demonstrates competence to perform the duties and responsibilities of this position.

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Education or Training - special or professional

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Licenses, certificates and registrations

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Special knowledge, skills and abilities

Required--- The ability to communicate effectively verbally as well as in written format, Ability to relate well to people; good observation skills. Non-judgmental and understanding attitude toward a wide range of disabilities; knowledge of agency and community resource; federal and state regulations for the American Disability Acts and Rehab Services, good problem solving skills, ability to maintain self-control in stressful conditions

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Experience - length in years and kind

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Minimal lifting is required in this position, such as being able to lift and carry files (typically 10 pounds or less), also bending for the purpose of maintaining filing system, and mobility for purpose of contact with co-workers in other part of the building and for obtaining files, mail, and copies is required.

Safety measures in local offices are in place through security doors, and contacts with clients should be made in designated office areas as per local office policy. Employee should practice caution with angry/upset consumers and seek assistance from other agency employees when dealing with an angry or upset consumer.

Employee should follow standard safety procedures when using agency equipment or when using personal/state vehicles for travel.

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Signature of Employee

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Date

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Signature of Personnel Official

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Date

**Approved:**

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Signature of Supervisor

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Date

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Signature of Agency Head or  
Appointing Authority

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Date